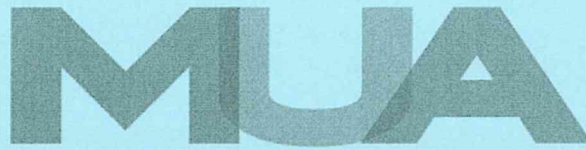


The
Management
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UNDERGRADUATE UNIVERSITY EXAMINATIONS -APRIL 2013

SCHOOL OF MANAGEMENT AND LEADERSHIP

BACHELOR OF ARTS IN DEVELOPMENT STUDIES

BDS 202: CONFLICT AND CONFLICT RESOLUTION

DATE: 17TH APRIL 2013

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **Six (6)** questions.
4. Question **ONE** is **compulsory**.
5. Answer any other **THREE** questions.
6. Question one carries **25 MARKS** and the rest carry **15 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

NEW CREATIONS COLLEGE

Duke worked as the head of department in Information Technology (IT) Department which is one of the three branches of New Creations College. During that time Duke's secretary was the wife to deputy principal finance and administration of whom Mr Duke was to report to.

One of Mr Duke's duties was to teach. One day he was in class teaching and the secretary went to bask in the sun. Customers for equerries were at the reception and no one was there to serve them. They decided to go through the reception desk and went to knock the door of the class room in which Mr Duke was. Duke excused himself from class and in a while they were attended. He handled the clients fast enough then went to find out where the secretary was. Mr Duke found her and told her to go back to the reception and thereafter, he went back to class. After ten minutes the HoD went to confirm if she had gone but found that she had not. The HoD got concerned and it was almost time to leave the class. The secretary knew her boss was about to finish the lesson and she decided to go back to the reception. In the process they met in the corridors. He stopped her and asked why she had not gone earlier on. She assumed him and went on. As she went the boss told her if she didn't want to work she would as well carry her belongings and go to rest at home.

Mr Duke went to his office and but the secretary left for the head office to report the incident. After a few minutes The HoD was called by the principal and was asked to explain what happened. The secretary had also gone to the Deputy Principal who was the husband and gave wrong information concerning the incident. In this regard, the deputy Principle called Duke and summoned him. It came out that, Duke had harassed his secretary.

REQUIRED;

- a) Identify and explain the conflict of right and conflict of interest experienced. (6 marks)
- b) Identify the possible causes of conflicts in New Creations College. (4 marks)
- c) Discuss five types of interventions that can be used to resolve New Creations conflicts. (10 marks)
- d) Design three policies for protection of human rights and two clauses for the promotion of human job security. (5 marks)

QUESTION TWO

It is good for a leader to listen to the followers especially when they conflict. Discuss this statement as a healthy management practice. (15 marks)

QUESTION THREE

- a) Explain how democracy is a root cause of conflicts in Kenyan organizations. (6 marks)
- b) Explain the factors that influence the causes of conflicts in an organization set-up. (9 marks)

QUESTION FOUR

Explain the role of Aid agencies, NGOs and civil society in ethnic and societal conflicts. (15 marks)

QUESTION FIVE

- a) Compare and contrast Elite Conflicts verses Factional Conflicts. (10 marks)
- b) Explain how the following activities can generate more conflict in management.
 - i) Avoid or assume.
 - ii) Letting the parties to have healthy competition. (5 marks)

QUESTION SIX

Explain how power and politics create conflicts within organizations. (15 marks)

